



Doula and Mahmee Maternity Support Programs

NO COST, NON-MEDICAL MATERNITY SUPPORT

No cost doula support is available for eligible Health Net Commercial (HMO, POS, PPO) and Marketplace (Ambetter HMO, PPO) members who are pregnant or postpartum.*

What a doula provides

- Non-medical in person or virtual support during pregnancy, birth and **one year postpartum**.
- Education, emotional support, comfort measures and advocacy.
- Communicates and coordinates care with the member's physician and obstetrician.

Doulas do not provide medical care or replace medical providers.

How this support helps

- Reduced stress and anxiety.
- Fewer interventions, including cesarean-sections (C-sections).
- Improved prenatal and postpartum visits.

Program options

- **Individual doula services – in person or virtual**, including care provided at home, hospitals, clinics or birthing centers. No separate medical criteria or recommendation is required.
- **Mahmee virtual doula program – live support through a mobile app** and in-person services at select counties based on availability; virtual support is available statewide.

Covered Individual and Mahmee virtual doula services

- One initial intake visit.
- Additional visits – up to **eight prenatal and postpartum care visits**. (Includes miscarriage, stillbirth or abortion.)
- Postpartum visits – up to **two extended three-hour postpartum visits**.
- Education, coaching and group support.



Questions?

Ambetter PPO: 844-463-8188
Ambetter HMO: 888-962-2164
Employer Group (HMO, POS, PPO): 800-641-7761

Additional Mahmee virtual doula services include

- **Wrap-around support** – access to a multidisciplinary support team:
 - Registered nurses.
 - Breastfeeding coaches.
 - Mental health coaches.
 - Care coordinators and more.
- **App features**
 - One-on-one virtual visits.
 - Group chats.
 - Individual and group classes.
 - Coaching plus more.

Members may enroll – at no cost – in one program option but not both.

Who qualifies for services

Members must be:

- Actively enrolled with Health Net.
- Pregnant or postpartum (up to 12 months).

Registration options

- **Individual doula services**

Call Provider Services (24/7):

- Ambetter PPO: 844-463-8188
- Ambetter HMO: 888-962-2164
- Employer Group (HMO, POS, PPO): 800-641-7761

- **Mahmee virtual doula program**

Members can call Member Services using the number on the back of their medical identification card, or contact Mahmee directly by:

- Visiting: <https://www.mahmee.com>
- Calling: 818-431-1118

- **Hours:**

- Monday–Friday: 6 a.m.–8 p.m. Pacific Time
- Saturday–Sunday: 8 a.m.–6 p.m. Pacific Time